

The TPO Connection

From ATS to AZNET

Telecom Services Switch to Accenture

Ready, set, done!

On March 28, 2005, ATS telecommunications services were successfully switched over to the Arizona Network (AZNET) and monitored by the Accenture Team. The transition flowed seamlessly for the first week with only one glitch in telephone service on campus which was resolved within an hour.

ATS and the agencies it supports were the first to move over to the new services with other agencies to begin transition later this summer. The new system will improve statewide telecommunications with the creation of a converged network. Aging

equipment will be replaced as needed with state-of-the-art systems. In addition, spending for telecom will become more predictable and agencies will be able to view their statements on-line with a new billing system called BillPort.

So exactly how will the State benefit from AZNET? For starters, in the service department, there will be a true 24 x 7 statewide network of operations and support. AZNET will be responsible for full service maintenance and is the place to call for Moves, Adds or Changes (MACs). AZNET will impose Service Level Agreements (SLAs) throughout

the State.

In the area of network equipment, there will be a new MAGNET optical network, statewide consolidated and converged Network, and 22,000 new IPT seats over the life of the five-year contract. Network Management will monitor and manage all WAN and security equipment, as well as monitor larger PBXs and IPT servers.

As for the Help Desk, callers should continue to dial (602) 364-4444 to report troubles, MACs, requests and escalations, or to speak with AZNET management.

Changes to Billing Services

The Accenture Team has finalized the dates for transferring to the new telecommunications billing system. The system, BillPort, will become operational in June.

As the system phases in, there will be some key changes in billing beginning in May. At that time, invoices will include charges for May services by seat charge, May Carrier fixed charges and April usage. There will be a comparison of the May seat charges to the April seat charges, and, if

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The TPO Connection

Your TPO Contacts

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602-364-1125

Here is a list of telephone numbers and contact people to call for different issues within AZNET:

To request a MAC or to report trouble, call the Help Desk at 602-364-4444

Operational Issues, John Ambler at 602-364-2070

Pricing Questions, Sandy Clancy at 602-542-1439

Billing issues, Brent Riegert at 602-364-2075

Projects, DMT – Laura Dubois-Ward at 602-364-1901

Big MAC, Little MAC

Telling the Difference Between the Two

You call the Help Desk and ask for a Big MAC. Are you placing an order for A: Two all-beef patties, special sauce, lettuce, cheese, pickles, onions on a sesame seed bun? or B: A request for a move, add or change of more than ten people within a building? The correct answer is B.

A little MAC is a single service request that affects 10 or less stations that do not require wiring. Any requests not falling into one of

the two categories is considered a Project. The cost of a MAC is included in the Agency seat price.

Big MACs are not included in the seat price. These will be priced separately. They also do not require processing through the Demand Management Team (DMT), and can be requested through the Help Desk. An analyst will be assigned to the request and is responsible for pricing and managing the work.

Changes to Billing Services

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there are any differences, changes will be made to the May invoice. Also, all Arizona Network (AZNET) invoices will be paid to AZNET.

In upcoming months, agencies will be able to remit payment to Accenture electronically. In order for this to happen, agencies must set up Accenture in their A/P systems by the end of April. A communication regarding details of the billing transition was recently emailed to all Agency Directors and CIO's. In the near future, this communication will also be direct mailed to those resources who process telecom invoices.

For a detailed, chronological account of billing changes, visit our web page at www.tpo.gov.az and look under the header, "Telecommunications Billing News."

Got a Telecom Project? Call The DMT

Demand management is a process for assessing, evaluating and approving telecommunications project proposals. Demand management is an effective tool for scheduling projects based on the level of demand and the resource capacity. It is in complete alignment with the PIJ process.

The Demand Management Team (DMT) is ready to help schedule your pending projects. Members of the DMT are Laura Dubois-Ward, John Petriello and Susan Marchi. Please call the team if you are planning any telecommunications projects.